

Healthwatch Nottinghamshire

healthwatch
Nottinghamshire



Annual Report

2014/15

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Note from Joe Pidgeon, Chair of Healthwatch Nottinghamshire Board



This second year of our existence has seen a surge of activity across the full range of our statutory duties. It has been a successful, productive and exciting year as a result of which the public, NHS patients, users and carers have been increasingly served and assisted by the presence and help provided by Healthwatch staff.

Underpinning all has been the work of our brilliant Chief Executive, establishment of a full team of 10 staff, a complete Board of 8 members, and a growing group of volunteers, all of whom combine high quality with a determined and committed spirit. There has been innovative and extensive engagement with children and young people that bears comparison with anything yet achieved nationally.

At a local level our Community and Partnership Workers and Volunteer Co-ordinator have successfully dug deeper into their respective communities of interest and geography. The development of a comprehensive volunteering strategy has borne fruit in our first Enter and View work.

As with last year, there is still much to do to increase the awareness of the role and work of Healthwatch. But progressively the word is getting out there by means of media exposure, an ever-expanding database of interested people, through the work of our dedicated staff team, and through more imaginative ways of getting us known to the Nottinghamshire public.

As a result of the above initiatives across the County an increasing number of issues are coming in to Healthwatch. The receiving, recording and analysis of this information is crucial. Our ability to do this has improved hugely. This has been the result of the work of our Evidence and Insight Manager and

Information and Admin worker. We are sad to be losing the latter, Charlotte Daniel, who has been so key in helping us to progress.

This has also been the year when the newly formed Prioritisation Panel consisting of 7 trained volunteers has proved invaluable in helping us to decide how to respond to the many issues coming in.

Mention should also be made of the helpful role of our 16 person Advisory Group made up of representatives from the County's major stakeholders that relate to health and social care. Its task it is to scrutinise and support the work of the Board to ensure its wider accountability to the community and its effectiveness. We work very closely with Healthwatch Nottingham and we continue to share two posts. We are active in our contacts with other local Healthwatch across the East Midlands.

But the future remains challenging. The new Government has not yet informed local Healthwatch of their funding position after March 2016. The level of funding we receive in future years will inevitably raise the question of how we prioritise in order to be effective in meeting statutory requirements.

Notwithstanding those challenges ahead, the work of the past year has meant that the Board, the Chief Executive and the staff team are positive and confident in their readiness and robustness to take Healthwatch Nottinghamshire forward.



About Healthwatch

Healthwatch Nottinghamshire is an independent organisation that helps people get the best from their local health and social care services.

We listen to local people's experiences of services in Nottinghamshire, and use the evidence we gather to bring about real changes in how services are designed and delivered.

Healthwatch Nottinghamshire is here for all of the people in the county, children, young people and adults, and works across all health and social care services. This allows us to create an overall picture of the quality of local services so that we can see what is working well, and what could be improved. We are part of a national network, with a local Healthwatch in every local authority area in England.

Our vision/mission

Our mission is to involve local people to help improve health and social care services for the people of Nottinghamshire.

Our vision is that Healthwatch Nottinghamshire puts local people's experiences at the heart of service design and delivery, leading to continuous improvements in the quality of treatment and care they receive.

Our strategic priorities

Our strategic priorities are to ensure that:

- People's views and experiences of health and social care services are sought and understood
- The view and experiences of people who use local services and the people who care for them are presented to, and influence, local decision makers
- Healthwatch Nottinghamshire is a well-run and a sustainable organisation which continues beyond its current contract



Pictured: Jane and Deb using our five star rating system to collect people's experiences



Engaging with people who use health and social care services

Understanding people's experiences

Healthwatch Nottinghamshire Community and Partnership Workers and our volunteers are out and about in Nottinghamshire, making contact with local people and the groups that support and represent them. We want to make sure that children, young people and adults know that they can have their say about health and care services and are given every opportunity to do so. We meet up with groups and individuals in a range of health, care and community settings and invite them to tell us about their experiences. We organise our own events and we attend events organised by other organisations.

During 2014-15 we met up with over 4500 people at 374 activities across the county.

As a local Healthwatch, we need to ensure that particular groups of people in our communities are able to have their say. These are children and young people, older people over 65 and people who are disadvantaged, vulnerable or whose voices are seldom heard. During 2014-15, 40% of our engagement activities were targeted at people from these groups and their experiences made up 49% of the experiences we gathered.

Have Your Say Points

Healthwatch Nottinghamshire Have Your Say points have been established in various locations across the county, including in council offices, hospitals and community buildings. The aim of the Have Your Say points is to provide information about

Healthwatch Nottinghamshire and also to encourage people to feedback their views and experiences of services to us.

During this year we have reviewed our Have your Say points and concluded that the points work best when Healthwatch staff or volunteers are available to give people information and support them to have their say. Have Your Say points have worked well in rural areas in Bassetlaw, where local volunteers at Clarborough and Welham and Misterton have been active in encouraging local people to have their say.

Recently staff of the mobile post office that travels around rural Bassetlaw have also become Healthwatch volunteers taking information out to people in four villages across the north of the district.



Pictured: Setting up a Have your Say Point



Coffee and Chat

We have been developing our Coffee and Chats as a way of meeting up with people in a relaxed way to talk about their experiences of health and care services. We provide coffee and cake in a local venue, such as a library or garden centre, and invite people to come along.

In Rushcliffe we have organised Coffee and Chat sessions in partnership with Rushcliffe Clinical Commissioning Group (CCG) and Rushcliffe CVS. Over 100 people came along to three events held in towns and villages across the borough and told us about their experiences of local services. The CCG will be using the findings of the report in its future plans and the report has also been circulated to local providers.

We have also developed a 'pop up' coffee and Chat, where we go along to meetings of groups (with cake) to invite members to talk about their experiences. Pop ups have been held at a number of groups including:

- Brinsley Movement for All
- Beeston Sing and Smile Group
- Broxtowe Chinese Early Years Group
- Rushcliffe Mental Health Carers Group

"It is always good to feel our views and ideas are valued and taken seriously. The friendly way you gathered our views was entirely in line with our own evaluation methods as even those who might not be comfortable speaking in front of a group were able to participate"

Anne Sheldon, Brinsley Movement For All, Group Leader



Pictured: Coffee and Chat session



Children and Young people having their say

One of our Community and Partnerships workers works exclusively with children and young people across the county.

During 2014-15, 53 engagement activities were delivered for children and young people, in schools, youth centres and at events for children and young people. During the year we asked children and young people to rate their experiences of health and care services, and gathered over 1000 service ratings. We produce a quarterly report summarising the feedback from children and young people, which is circulated to providers and commissioners.

During our engagement activities with young people (11-18) in 2014, we asked them to complete a questionnaire about their views and experiences. This questionnaire has been completed by 394 young people. We are currently working with students from Nottingham Trent University to analyse the data. The results will be fed back to providers and commissioners and will help us to prioritise work with young people in the future.

“You really have gained some excellent feedback from children and young people and we have used the information for a number of pieces of work including the development plans for a schools and health hub to promote PSHE and policy development.”

Irene Kakoullis, Integrated Children’s Commissioning Hub, Nottinghamshire County Council

Children and Young People from the Gypsy, Roma, Traveller Community

Healthwatch Nottinghamshire worked with local organisation GypsyLife to find out more about the health and care experiences of

young people from the Gypsy, Roma, and Traveller (GRT) community. GypsyLife took the Healthwatch Nottinghamshire young people’s questionnaire out to 66 GRT young people aged 11 to 19. We then compared the findings with answers given by young people in general. We found that GRT young people used up to 13 children’s health and social care services, compared to the general young population who used up to 23 services. When asked to comment on how satisfied with a service they were, we found that a higher percentage of GRT young people gave services a poor rating (both satisfaction and how young person friendly the service was) than the general young population. This information was passed on to the CCGs and the Integrated Children’s Commissioning Hub to be used in future planning and commissioning of services.

Working Age People

Healthwatch Nottinghamshire is part of the Working Voices project group in Bassetlaw, which is co-ordinated by the local CCG. The local Community and Partnerships worker has been part of the Working Voices team which is engaging with local employers and attending work places to speak to the local workforce and find out their views about local health services and plans for the future. The Working Voices project hopes to engage with as many Bassetlaw people as possible to hear their views on local NHS services and future health care plans. This pilot project is going to be continued and developed offering an additional route for communicating and engaging with people who are in full time work, and who may not normally have time to come to engagement events.

Healthwatch Nottinghamshire has not yet specifically targeted people who work or volunteer in Nottinghamshire but do not live in the county in its engagement activities.



Older people over 65

During the year Healthwatch delivered 11 events aimed at older people, and also attended 42 events arranged by other organisations. These included:

- Breathe Easy Group Celebration event organised by the British Lung Foundation.
- Larwood Flu Fayre
- Gedling Veterans Armed Forces event
- Afternoon Tea at Edwinstowe run by Newark CVS
- Keep Well Keep Warm organised by Ashfield Voluntary service.
- Older Persons Advisory Group



Pictured: Have Your Say at Breathe Easy Celebration Event

People living in Care Homes

Since Healthwatch started operating in 2013, there have been concerns about the quality of care in care homes across the county, but we were not hearing directly from residents of care homes or their relatives and carers about their experiences of care. We have developed a programme of work to raise awareness of Healthwatch in care homes and to ensure that any experiences reported to us are reported and acted on.

Jointly with Healthwatch Nottingham we have developed information about Healthwatch for people in care homes and

their relatives and carers, which has been sent or delivered to all the care homes in the county. Healthwatch is now routinely invited to relatives' meetings when there are problems with quality of care at care homes so that we can tell them about Healthwatch and how to contact us. We have also adapted the coffee and chat model for care homes and have trained a group of volunteers to go to care homes and talk to residents and their relatives and carers about their experiences of health and care services.

Adult Mental Health

Healthwatch Nottinghamshire has heard from a number of people who had poor experiences of accessing mental health services across the county. At the end of 2014 we undertook a scoping project to find out more about people's experiences of mental health services and to see how these varied across the county. We collected over 100 pieces of feedback from people with experience of using mental health services and we have produced an Insight Brief with the findings. Crisis services were highlighted as the main area of concern for both service users and carers, with 59% of the comments about this area being negative. As a result, one of Healthwatch Nottinghamshire's priorities for further work in 2015-16 is an Insight Project about access to mental health crisis services from both a service user and carer perspective. We have also signed up to the Nottinghamshire Mental Health Crisis Concordat so that our work on mental health crisis is co-ordinated with work by undertaken by other bodies in the county.



New website

In November we launched our new website. This includes a Feedback Centre where people can directly log their experiences of local health and care services and can leave a rating. We hope that over time more people will leave their experiences in this way so that information can be shared with providers and commissioners and contribute to improving the experiences of other people. The information collected through the website will be combined with the information we collect from other sources and feed into a new database and analytics system which will help us to spot problems and trends at an early stage.

No. PR & Comms activities	101
No. Newsletters published	14
No. Website hits	17514
No. Tweets published	1191
No. Articles in the media	36
No. Radio/TV interviews	12
No. People receiving the newsletter	1345

Raising Awareness of Healthwatch

We continue to promote Healthwatch in a number of different ways and we are grateful to many local organisations who also support us by actively promoting who we are and what we do.

We have continued to share a regular column in the Nottingham Post with Healthwatch Nottingham and the two Healthwatch now also have a regular slot on our local community television channel, Notts TV.

We know we still have a long way to go to raise awareness about Healthwatch across all of the communities in the county. In our Annual Survey we asked people if they thought that the majority of local people know about Healthwatch. Only around 20% said that they thought this was the case.



Pictured: Rushcliffe Sunday Funday



Enter and View

Enter and View is a statutory power that local Healthwatch can use to visit health and care providers' premises to find out how services are experienced by patients and service users at the point of delivery. Trained volunteers visit services and talk to patients, service users and carers about their experiences of using the services and then report back on what they have found.

The Healthwatch Nottinghamshire Board decided early on that its Enter and View powers would be used in response to issues or concerns raised by local people (see page 23). The Prioritisation Panel is able to recommend to the Board that an Enter and View visit is undertaken as one of the outcomes of its discussion of the issues that have been reported to Healthwatch.

During 2014-15 we recruited 7 Enter and View representatives. References are taken up and a Disclosure and Barring Service check is carried out for all representatives, who undergo a core training programme.

The core sessions look at the role and responsibilities of the Authorised Representative in detail, where and when we can use the powers and cover subjects such as safeguarding, equality and diversity, confidentiality, reporting processes and how to deal with situations that may arise. We also include a Dementia Friends session for all our Representatives.

The Enter and View volunteers' first project was the Insight Project into the experiences of patients using the Renal Transport Service to travel to and from the Renal Unit at Nottingham City Hospital. The Prioritisation Panel received a number of comments from patients about the impact of the transport service and felt that an in depth study would be beneficial to better understand patients' experiences and identify possible solutions. (see page 16) The Insight Report has been well received by commissioners and providers and a detailed action plan has been drawn up by the provider to address the recommendations in the report, which is being monitored by the commissioners.



Pictured: Volunteer Training Session



2014/2015 - At-A-Glance

During April 2014 to March 2015 we collected **543** detailed comments about local health and social care services.

Of these comments...



34% were
positive



5% were
neutral



56% were
negative



5% were
mixed

The services that were talked about most were...



1. **Mental Health.** **14%** of comments were about mental health of which **74%** were negative



2. **GPs.** **14%** of comments were about GPs of which **65%** were negative.



3. **Social Care.** **8%** of comments were about social Care of which **70%** were negative.



4. **Hospitals.** **50%** were about hospitals of which **49%** were negative



Themes that were discussed across all services included:

1. **Treatment and Care** (125 comments)



57%



3%



36%



4%

2. **Access to service** (123 comments)



11%



10%



75%



4%

3. **Staff** (112 comments)



71%



2%



22%



5%



Providing information and signposting for people who use health and social care services

Healthwatch Nottinghamshire is not directly commissioned to provide an Information and Signposting service to individual members of the public.

We have developed good working relationships with information and signposting services provided by providers and commissioners so that we can direct people to sources of information and advice about services, as appropriate. However, we do provide information and advice people during the course of our regular engagement activities. An example of this was a member of the public who told us how hard she found the long walk from the front entrance of her local hospital to the ward to visit her husband. When we reported this to the hospital, they told us that visitors could request the help of a porter with a wheelchair to get to the ward. We reported this back to the person concerned, but also made other organisations aware and included the information in local newsletters, so that other people in the same situation know that they can ask for assistance if they need it.



Pictured: Panel receiving questions at Carers' Conference Event

Information for Carers

In May 2014 Healthwatch Nottinghamshire hosted the county's first Carers' Conference on behalf of Nottinghamshire County Council and the local NHS Clinical Commissioning Groups. Over 145 local carers and professionals attended the event. The event was free to attend and we offered replacement care costs and help towards travel if needed. Workshops were delivered on issues of interest to carers, including specific aspects of the Care Bill, welfare rights and carers' health.

Carers also had the chance to put their questions and comments to an expert panel of senior people from the NHS, the County Council and carers' organisations. The market place of local organisations helped carers to identify and access help and support they needed. Comments provided by carers when we asked what they will do differently as a result of attending the conference included:

"I will be able to get the help and support I need to look after my mom better"

"Attend a course on Dementia I found out about today. Take a carer and her wife to it. Access two other courses for carers I found out about today e.g. caring with confidence and looking after me."

Dementia Team and Dementia Friends

Healthwatch Nottinghamshire has joined the Dementia Action Alliance. As part of our action plan we have developed a small Dementia Team of staff and volunteers to ensure that Healthwatch is gathering and responding to the experiences of people with dementia and their relatives and carers across the county.

One of the Healthwatch Nottinghamshire volunteers has taken on the role of Dementia

Champion and attends a number of meetings and events on our behalf.

The Dementia Team has also received training from the Alzheimer's Society to become Dementia Friends Champions. All of our staff, Board and volunteers receive Dementia Friends training and we have also offered Dementia Friends training for members of the public alongside some of our engagement activities.





Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch produces the following reports on a regular basis:

- Have Your Say Report - feedback about the issues raised with Healthwatch and the actions taken
- Children and Young People's engagement report

These reports are widely circulated to providers, commissioners and the public. These give opportunities for information to be shared and responded to:

We reported that at one of our engagement activities with children, it was suggested that it would be good for children if they could have a friend to sleep over when they are in hospital. One of the hospital trusts got in touch with Healthwatch to say that they thought this was a great idea and they would see if they could put it into practice.

Putting local people at the heart of improving services

Healthwatch Nottinghamshire's mission is that the views and experiences of local people should be at the centre of decisions about local services.

This drives our own work, and it also central to our relationships with commissioners and providers. 83% of providers and 93% of commissioners who responded to our annual reflection survey indicated that they value the work of Healthwatch Nottinghamshire.

Almost three quarters of providers stated that we are making a difference to their work and two thirds of providers feel that our work is making a difference for local people. All of the providers who responded said that they would recommend that other organisations work with Healthwatch Nottinghamshire.





Focus onInsight Project on Renal Transport



During 2014 a number of people reported poor experiences of using the Renal Transport Service provided by Arriva Transport Solutions to travel to and from the Renal Unit at Nottingham City Hospital. The Healthwatch Nottinghamshire Prioritisation Panel gave this issue a high priority and decided that this issue should be looked at in more detail and it became the subject of our first Insight Project.

All of the providers and commissioners involved, Arriva Transport Solutions, Nottingham University Hospitals Trust, Mansfield and Ashfield Clinical Commissioning Group and Greater East Midlands Commissioning Support Unit, welcomed the initiative and supported the planning of the project. The Insight Project Team consisted of our newly trained Enter and View representatives and some of the Healthwatch Nottinghamshire staff team.

The Insight Project Team went along to all of the dialysis sessions for a week in November to talk to patients about their experiences of patient transport. We also circulated questionnaires for people to complete and some patients completed a transport diary.

During the project we:

- Undertook Interviews with 45 people who use the transport service, collecting over 12 hours of feedback.
- Gathered diaries of journeys from 7 patients covering 50 journeys.
- Collected 50 completed surveys from renal dialysis patients.
- Collected surveys from 17 members of the renal unit staff for their experiences of the service.



Pictured: Insight report

The report was published in March 2015 and the findings have been presented to the Joint City/County Health Scrutiny Committee, the Nottingham University Hospitals Trust Quality Committee and the Derbyshire and Nottinghamshire Quality Surveillance Group. Arriva Transport Solutions have developed an action plan to respond to the findings of the report and are meeting regularly with the commissioners. We plan to return to the Renal Unit in the autumn to see if the patients have seen any difference in their experience of the transport service

“It takes so much of your time, for some people, this just becomes your life, just this, and it doesn’t have to be, it’s just a little part of your life, not the whole of your life. Transport doesn’t help make it a little bit of your life.”

Renal dialysis patient



Promoting the Involvement of Local People in Commissioning, Provision and Management of Local Services

Healthwatch Nottinghamshire is frequently asked to participate in committees and boards for both providers and commissioners. Such requests are considered carefully, but generally we do not feel it is right for Healthwatch, as an independent body, to be a member of boards or committees and involved in making decisions about the future of local services. Where appropriate we do attend board and committees as a 'participating observer' and we have developed a guidance document about our role to help members to decide if attendance from Healthwatch is appropriate. We are clear that an invitation to Healthwatch to attend a board or committee is not a substitute for involving patients, service users, carers and the public, and that our role is to provide scrutiny of plans to involve local people in a meaningful way.

Healthwatch Nottinghamshire Champions on local committees and boards

Healthwatch Nottinghamshire Champions are volunteers who are members of committee or boards, but also represent Healthwatch at meetings. All the CCGs in Nottinghamshire have a body that represents the views of patients and local people to the Governing Body and each has a Healthwatch Champion who feeds information into the group and back to Healthwatch.

"I have been part of the peoples council since it was formed, it was established to provide assurance to the NNE CCG Governing Body that all decisions made by the NNE CCG have been informed by the appropriate level of input from patients carers and the community, we are there to ensure that the proper level of care is given to patients carers etc. I hope that I help by using my personal

knowledge and experience over the years of how the NHS has helped me and other people that I know when discussing these changes and practices. At the moment I am involved with putting together a patients' charter of what we should expect our care to be".

Doreen Williams - Healthwatch Champion on Nottingham North and East CCG's Patient Council:

Consultations with the public about the shape of future services

As part of our information role, we monitor opportunities for the public to contribute to consultations about changes to services, and to commissioning decisions, and promote these through our newsletter, website and at events. We are increasingly being asked by commissioners to comment on plans for consultations and engagement events and we have been able to influence methods of consultation and timescales to try to ensure that people have a real opportunity to have their say.

We contributed to the recent Commissioning for Better Outcomes Peer Review of Adult Social Care, which recommended that the Council should extend involvement of Healthwatch Nottinghamshire in all commissioning areas.



Pictured: Carers' Conference workshop



Involving local people in Mid Nottinghamshire Transformation Programme

In mid-Nottinghamshire the NHS and County Council have developed a blueprint for transformation of health and social care services called 'Better Together'. Healthwatch Nottinghamshire has been involved with the programme in a number of ways; through attendance at the Transformation Board and the Communications and Engagement Group and through the involvement of a Healthwatch Champion in the Citizen's Board for the programme. Through all of these groups, staff and volunteers have been able to influence the amount and type of local people's involvement in the programme. This has included in the development of the outcomes framework for new contracts.

"As part of the NHS forward view, the Better Together Programme has been chosen as one of only 29 vanguard sites across the country. We are all very pleased about this because it demonstrates that the Department of Health has recognised the Programme as a forerunner in the improvement of services moving forward. By being part of this important group, I am able to contribute my opinion in all the discussions from an independent patient perspective, so putting patient care at the heart of the decisions made."

Jane Stubbings is a Healthwatch Nottinghamshire Champion on the Better Together Citizen's Board:

Contributing to Health Scrutiny

"I believe that we have had a productive and collaborative relationship with Healthwatch, they have been of great support to the Health Scrutiny Committee and I hope they feel that we have reciprocated that in our working with them, I look forward to continuing and building on our working relationship."

**Councillor Colleen Harwood,
Chairman - Health Scrutiny
Committee, Nottinghamshire County
Council**

Healthwatch Nottinghamshire attends the two Council Health Scrutiny committees in the County to contribute local people's views to the work of the committees. The role of Health Scrutiny is to strengthen the voice of local people in the commissioning and delivery of health services. Health commissioners and providers have to present substantial variations to local health services to the Health Scrutiny Committees, who will look at how local people are involved in decisions about such changes. Healthwatch Nottinghamshire has contributed to discussions about patient transport, the plans for the future of both Adult and Child and Adolescent Mental Health Services, the need for better communication with the public about the plans for transformation of local services, and presented the outcome of the Renal Transport Insight Report.



Being part of the Health and Wellbeing Board

Joe Pidgeon, Chair of the Healthwatch Nottinghamshire Board, represents Healthwatch Nottinghamshire on the Health and Wellbeing Board. Information and evidence gathered by Healthwatch has been used by Joe to contribute to discussions, these include:

- The September meeting was reminded that Healthwatch had asked the Health and Wellbeing Implementation Group to monitor the impact of the budget reductions on the health and wellbeing of local people. This was accepted and we expect to see this included in the future work of the Implementation Group.
- At the same Board meeting Healthwatch made the point that there needs to be better cross referencing of communications messages to the public about the links between the Health and Wellbeing Strategy and the work of the three Transformation Boards in the county. A number of new communication measures are now planned for the Board, including a new communications lead in Public Health, greater use of Twitter, and more media coverage.
- At the December Board meeting, future plans for Child and Adolescent Mental Health Services (CAMHS) were under discussion. One of the recommendations was that a report should come back to Board on the work planned and underway to promote mental resilience and prevent mental health problems in children and young people in Nottinghamshire. This endorsed the point Healthwatch had made about the importance of developing initiatives at primary and secondary school level.

Joe produces a regular blog about his experience of attending the Health and Wellbeing Board - 'Joe Blogs', which complements the report that is produced by Nottinghamshire County Council following each meeting.

The Health and Wellbeing Board was subject to a Peer Challenge review in February 2015. The national Peer Challenge Team concluded that excellent leadership is shown by the Healthwatch Nottinghamshire representation on the Health and Wellbeing Board.

Quality Surveillance Groups

Quality Surveillance Groups (QSG) were set up to bring together all commissioners and regulators of health and care, including Healthwatch, to share information and intelligence about quality and safety of services. One of the actions that the Prioritisation Panel can recommend is that an issue is escalated to the relevant QSG. Quality Surveillance Groups are organised by the NHS Area Teams, so currently staff from Healthwatch Nottinghamshire attend two separate QSGs, one for Nottinghamshire and Derbyshire (covering all of Nottinghamshire except Bassetlaw), and also one for South Yorkshire, which includes Bassetlaw.

The meetings take place bi-monthly and are also attended by the Clinical Commissioning Groups, the County Council, Public Health England, the NHS England Area Team and all of the regulators. At the meetings information is shared about all of the main providers of health and care services in the area and local Healthwatch intelligence is included, as appropriate. Healthwatch Nottinghamshire has escalated one issue to the Nottinghamshire and Derbyshire QSG following patient safety concerns raised during the Renal Transport project.



Focus on.....Volunteering with Healthwatch Nottinghamshire



From the outset, the involvement of local people as volunteers has been central to our work. There are a number of different roles for volunteers, depending on their skills, interests and availability. We are increasingly developing micro-volunteering opportunities for people who want to get involved but do not want a continuing commitment.

Volunteers are offered different levels of induction and training, depending on their roles. All volunteers are asked to feedback about the activities they undertake on behalf of Healthwatch. There is a monthly email bulletin to all volunteers and there is a dedicated area on the Healthwatch Nottinghamshire website and a Discussion Forum on the website which is open to all volunteers.

We currently have 49 volunteers working with us and have recently asked them about their experience of volunteering with Healthwatch Nottinghamshire:

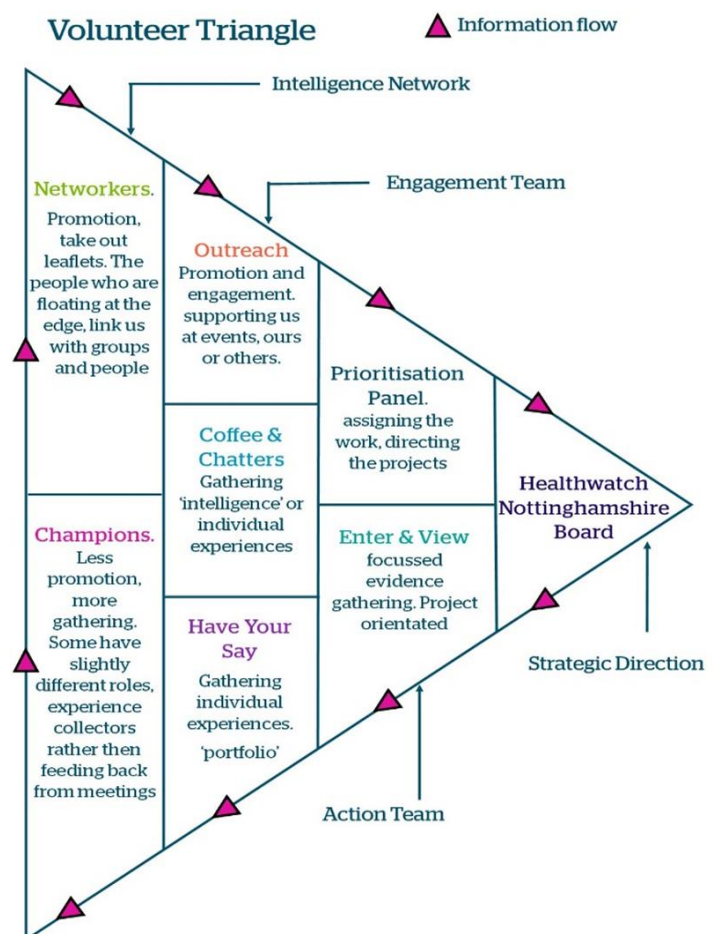
- 78% rated their induction as good or excellent
- 73% rated the training they received as good or excellent
- 78% rated their ongoing support as good or excellent
- 91% rated communication as good or excellent
- 90% said they felt valued by Healthwatch

All said they would recommend volunteering with Healthwatch to someone else.

We asked the volunteers what was the best thing about volunteering with Healthwatch Nottinghamshire:

“It is doing something useful for the communities in which we live. It gives me a personal satisfaction to know that the input I have often goes directly into improving services”

“The feeling that individuals can make a difference and speak up for those who feel unable to do so. It gives me a chance to share others views even if they are not my own”





Working with others to improve local services

Where appropriate, Healthwatch Nottinghamshire is keen to work with others to find out about people's experiences of health and care services and to ensure that these experiences are influential and make a difference.

Of the organisations who responded to our Annual Survey, 83% of providers and 93% of commissioners indicated that they value Healthwatch Nottinghamshire and almost three quarters of providers stated that we are making a difference to their work.

Two thirds of providers feel that our work is making a difference for local people.

We have undertaken a number of joint pieces of work with other organisations including:

- Rushcliffe Coffee and Chat events with Rushcliffe CCG and Rushcliffe CVS - the collected responses have been included in the work of the CCG and the South Notts Transformation Board
- Young Carers Bitesize events with Nottinghamshire County Council and the CCGs to find out more about the experiences of young carers in the County
- Recruitment of Cancer Champions with Macmillan - to recruit and train people to build links with local cancer groups

Information about Electronic Prescriptions

Healthwatch Nottinghamshire was alerted to possible problems with the new Electronic Prescription Service by a member of the public who asked a relative to collect medication on her behalf and may have unknowingly signed paperwork to change the patient's elected pharmacy, as the paperwork was not very easy to understand. A local Patient Participation Group (PPG) also raised a concern.

In July 2014 we worked alongside Healthwatch Nottingham, the Nottinghamshire Local Pharmaceutical Committee and the NHS England Area Team to ensure the public were informed of the advantages and disadvantages of the new Electronic Prescription Service. Working with NHS England we designed a poster which was distributed to all local pharmacies. We also provided further information through our website, participated in a discussion on Radio Nottingham with colleagues from the Local Pharmaceutical Committee to raise awareness of the campaign, and ensured that regular updates were provided through our newsletters.

"Our joint work with the Electronic Prescription Service (EPS) helped us understand the confusing environment the NHS is for the public so we were better able to advise pharmacies how they could better support their customer to make informed choices about EPS."

Nick Hunter - Chief Executive, Nottinghamshire LPC



Pictured: BCVS Have Your Say Point Launch



Working with the Care Quality Commission

Healthwatch Nottinghamshire regularly shares information with the Care Quality Commission (CQC) locally. We have not escalated any issues to the CQC or made any recommendations that they should undertake special reviews or investigations.

We are now routinely asked if we have information to contribute to the planning of inspections of primary care services, hospitals and residential and home care. We are also invited to the monthly Information Sharing meeting where the County Council, CCGs and CQC share information about quality concerns in care homes and home care services.

Our CQC Primary Care lead convenes a quarterly meeting where Healthwatch Nottingham and Nottinghamshire can meet with CQC staff from all directorates and share information and plans.

Working with Healthwatch England

Healthwatch Nottinghamshire routinely sends reports to Healthwatch England about local issues and contributes to requests for information.

We contributed to the Healthwatch England Special Inquiry into discharge, focussing on the experiences of homeless people of being discharged from hospital, working with a local homelessness charity, Framework Housing Association, who were active in inviting feedback from their service users and the staff who work with them.

Escalation of issues to Healthwatch England - Personal Budgets and unregulated services

Healthwatch Nottinghamshire has escalated one issue to Healthwatch England during the year.

During 2014 we started to hear concerns from local people about a lack of quality assurance or regulation of some non-personal care services being purchased by people who receive a direct payment from the local authority.

Healthwatch Nottinghamshire heard about two cases where this gap in regulation had a severe impact on local vulnerable people. The services they had been using were not meeting their needs, but after raising concerns with the service directly, changes were not made and they were left with nowhere else to take their concerns.

The Healthwatch Nottinghamshire Prioritisation Panel discussed this issue and, following correspondence with Nottinghamshire County Council, decided to escalate the concern to Healthwatch England.

After gathering further evidence from other local Healthwatch, Healthwatch England Chief Executive, Katherine Rake, wrote a detailed letter to Jon Rouse, Director General of the Department of Health. In his response, Jon Rouse identified that local authorities' care planning should identify any individual problems with such services.

He also said that the Department of Health will be working on a new Personal Assistant Framework to address some of the risks for people employing their own staff using direct payments.

On occasions where we have specifically requested information from providers and/or commissioners, we have received a satisfactory response



How we make decisions

Local Healthwatch are required to have a procedure for making decisions and to involve local people in making decisions about Healthwatch priorities. Healthwatch Nottinghamshire has three bodies involved in the decision making process.

The Healthwatch Nottinghamshire Board

The role of the Board is to make decision about how Healthwatch Nottinghamshire plans and delivers its activities and makes the best use of resources. As Healthwatch Nottinghamshire is a registered company and charity, our Board members are both Directors and Trustees. All Board members are local people who are selected following an open recruitment process. Four new members have been recruited this year to join the existing four members.

The Chair of the Board is paid and dedicates at least three days each week to his role. The Board meets every eight weeks and the minutes of meetings are available on the Healthwatch Nottinghamshire website. Board members also represent Healthwatch Nottinghamshire at various meetings and committees.

Healthwatch Nottinghamshire Advisory Group

The Advisory Group was set up to support the work of the Board and the staff group. The Advisory Group is made up of people from a wide range of organisations and interest groups across the county, who can bring their knowledge and expertise to help in the development of Healthwatch Nottinghamshire. This includes people from user-led organisations, the Voluntary and Community Sector and health and social care providers and commissioners. The Advisory Group is involved in developing local policies

and practice and has discussed and advised on a range of issues. These include: the setting up of the Prioritisation Panel; the development of the Information Sharing Protocol between Healthwatch and local providers and commissioners; developing our Enter and View policy and developing a local response to the Healthwatch England report on complaints. The minutes of the Advisory Group are available on the Healthwatch Nottinghamshire website.

The Prioritisation Panel

The Prioritisation Panel plays a key role in deciding what actions Healthwatch Nottinghamshire should take about the issues that are reported to it. The Panel is made up of local people, recruited through an open application process. There are currently seven members of the panel.

The panel meets monthly to provide an independent assessment of the information that has come in to Healthwatch Nottinghamshire. This could be patient experience gained directly through Healthwatch work, or information collated through other sources. Panel members assess the priority of issues using set criteria and they also make decisions about what actions should be taken and priorities for future work.

Actions may include whether we request further information, make a report or a recommendation, which premises to enter and view and when they should be visited. The meetings are open to the public and held in different locations across the county, so that local people can understand how we prioritise our work based on their needs and experiences. The minutes from meetings, outlining decisions made and the reasons for those decisions, are also published on our website.



Prioritisation Process



Tell us about your experiences of local health and social care services.

**Have
your say**

	Hospitals		Pharmacies
	GPs		Opticians
	Dentists		Emergency Care
	Social Care		Community Based



**Shortlisting
& Sharing**

We carefully consider each comment, as well as looking for **trends and patterns**.

A shortlist of topics is prepared for discussion at our Prioritisation Panel. **All comments are anonymised** and shared with service providers and commissioners.

Our Prioritisation Panel is a small group of Healthwatch volunteers. They decide what to do next so that Healthwatch can **improve things** and **make a difference**.

**Prioritisation
Panel**



**Insight
Projects**

The Prioritisation Panel might ask us to begin an Insight Project on an important issue. A report will be written and recommendations made to the people who design and deliver local services.

Our regular 'Have Your Say Reports' keep you up to date with the work we do and the impact it has.

We also publish our Prioritisation Panel notes and Insight Project reports online.

**See the
impact...**





Focus on..... the work of the Prioritisation Panel



Experiences taken to the Prioritisation Panel	34
Experiences prioritised as high	6
Experiences prioritised as medium	23
Experiences prioritised as low	5

Some of the issues that have been discussed at the Prioritisation Panel include:

Ophthalmology at Nottingham University Hospitals Trust (NUH)

In early 2014 we received a number of concerns from patients and carers about the Ophthalmology service provided at Queens Medical Centre in Nottingham. Following our contact with Nottingham University Hospitals Trust (NUH) over these concerns, we were invited to join their Head and Neck Patient Partnership Involvement Committee. A Healthwatch volunteer with personal experience over many years of one of the outpatient clinics in Ophthalmology and has attended the group throughout 2014-15, to represent the interests of patients in the service's plans to improve this service.

Access to GP services

The Panel has considered a number of comments from patients about difficulties and delays in getting an appointment with their GP. A report was produced summarising all the comments received, which was forwarded to the NHS England Area Team to contribute to the development of their Primary Care Strategy. Individual GP practices have let us know about their plans to improve access for their patients and we have asked local people to let us know how services are changing and if they improve.

Phlebotomy Services for Children

A carer contacted Healthwatch when she had tried to get an appointment for a blood test for her grandchild. She had been told she had to wait for up to 8 weeks for an appointment and her GP had advised her to go to A&E to get a test more quickly. She also found that there were a number of places that offered phlebotomy services for children, but not a central list. Healthwatch Nottinghamshire found that phlebotomy services for children are commissioned and delivered by a number of different organisations and, following our enquiries, the matter was discussed at the Children's Health Network. A list of sites offering phlebotomy services for children is now available and a report has recently been produced by commissioners making recommendations for improvements to the commissioning of services in the future.

CT Scanner at Newark Hospital

Healthwatch Nottinghamshire was alerted by a member of the public to the fact that Sherwood Forest Hospitals Trust, which runs Newark Hospital, had announced that it would not be replacing the CT scanner at the hospital, but would be purchasing a second scanner at Kings Mill hospital, which is over 20 miles away. We approached the Trust and the commissioners to ask for more information about the implications for the health of local people of this decision and to raise concerns about how this change had been communicated. Concerns were also raised by the local MP, staff at the hospital and many local people and the Trust decided to review its decision and announced that it will replace the static scanner at Newark Hospital when it comes to the end of its life.



Our plans for 2015/16

The Healthwatch Nottinghamshire Business Plan for 2014-16 contains 10 outcomes that we aim to achieve through our work (see page 27). We will also be acting on the feedback that people have given us from our Annual Survey about where they think we are doing well and where we can improve.

Our aims for 2015/16 are to:

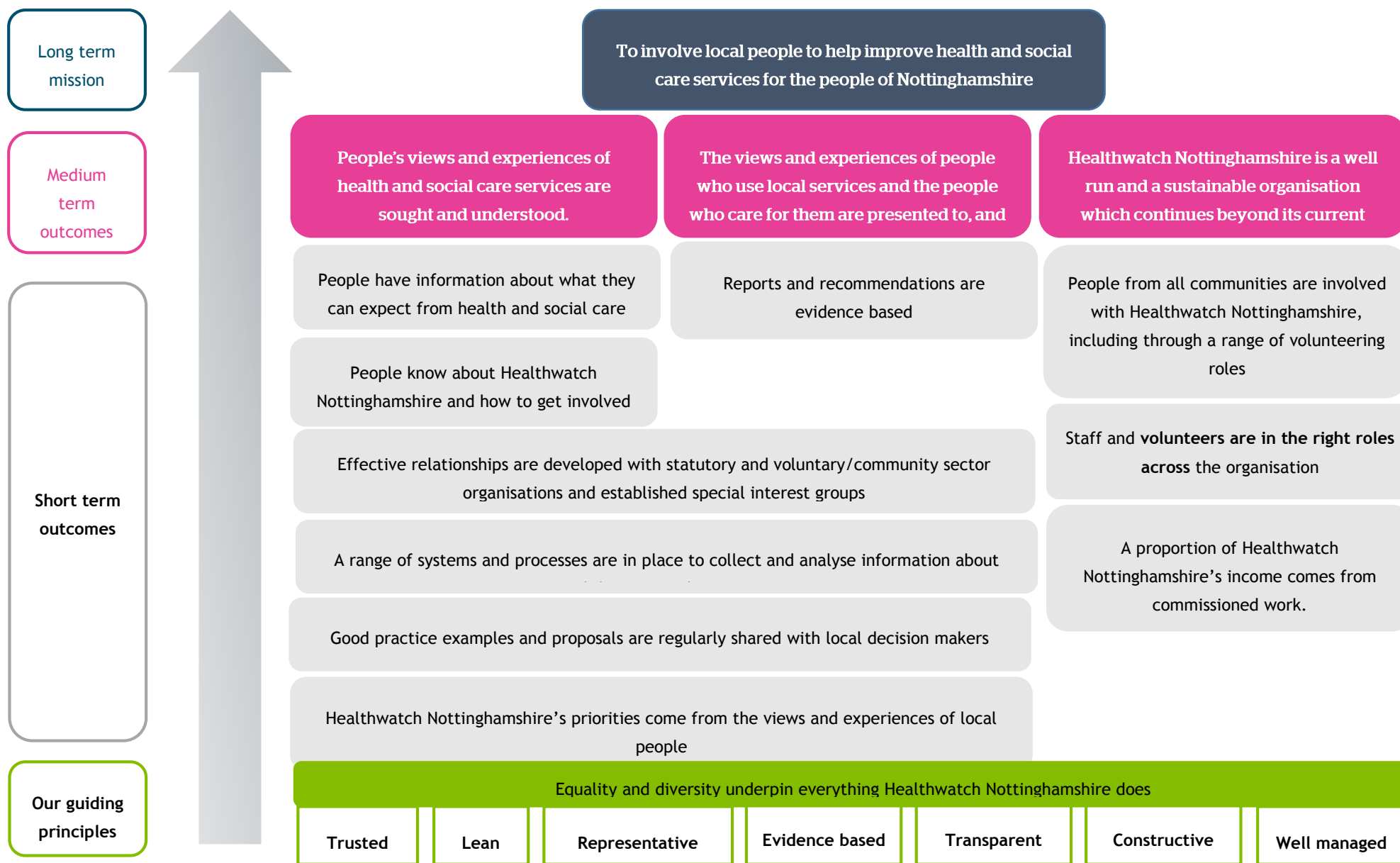
- Continue to raise awareness of Healthwatch Nottinghamshire across all of the people and communities of Nottinghamshire, particularly those who have not yet heard about Healthwatch or feel they have had a chance to have their say
- Increase the number of comments and experiences reported to us, directly and through data sharing agreements with providers and commissioners
- Use the data we collect effectively through the introduction of our new software to highlight areas of concern and good practice
- Produce more reports from the information we have collected and analysed
- Continue to demonstrate actions and changes that have happened to services as a result of information and evidence provided by Healthwatch Nottinghamshire

- Continue to play an active role in the Health and Wellbeing Board and in Health Scrutiny to ensure that local people's views and experiences are central to the planning and review of services
- Develop further our plans for income generation to ensure the future sustainability of the organisation

From April 2015, the Prioritisation Panel has prioritised the following areas for more in-depth work, following reports made to Healthwatch by local people:

- Adult Mental Health crisis services
- Home Care
- Independent secure mental health hospitals
- Transition of young people from children's to adult services
- Dementia services information at the point of diagnosis

These priorities will be reviewed during the year once projects are completed and responses received from providers and commissioners.





Our financial report 2014/15

Funding for local Healthwatch comes from the Department of Health to the Local Authority. Our contract is with Nottinghamshire County Council and we received £385,000 to fund the work of Healthwatch Nottinghamshire in 2014/15. This was a reduction of 15% from the funding received in 2013-14. This reduction is part of a phased reduction of 30% in total funding for Healthwatch Nottinghamshire over 2014-2016.

Healthwatch Nottinghamshire income and expenditure 2014/15

Income	Cost (£)
Nottinghamshire County Council	385,000
Other income	11,162
Total	396,162
Expenditure	Cost (£)
People costs - staff, volunteers and board	255,434
Premises costs - e.g. rent, utilities, maintenance	17,881
Running costs - e.g. insurance, professional fees,	21,719
Office costs - e.g. phones, printing, stationery	12,059
Publicity and marketing	8,244
Events and activities	7,067
Set up and equipment	34,186
Depreciation	7,124
Sundries	155
Transfer to reserves	32,293
Total	396,162

The full accounts for Healthwatch Nottinghamshire for the year 2014/15 are available on the Healthwatch Nottinghamshire website



The Healthwatch Nottinghamshire Team

Board members

Alan Sutton (Treasurer/Vice Chair)
Emma Challans
Jim George
Jon Lancaster

Joe Pidgeon (Chair)
Juliet Woodin
Paula Noble
Shirley Inskip

Staff

Alison Duckers Community and Partnerships Worker - Children and Young People (left employment Jan 2015)

Andrea Sharp
Community and Partnerships Worker - Mid Nottinghamshire

Charlotte Daniel
Information and Administration Worker

Christine Watson
Community and Partnerships Worker - Bassetlaw

Claire Grainger
Chief Executive

Deb Morton
Volunteer Coordinator

Donna Clarke
Evidence and Insight Manager

Jane Kingswood
Community and Partnerships Worker - South Nottinghamshire

Loren Maclachlan
Administration Assistant

Nathan Hutchinson
PR & Communications Officer

Rebecca Whittaker
Community and Partnerships Worker - Children and Young People

Advisory Group

Alan Langton
Older Persons Advisory Group

Alex McLeish
Broxtowe Borough Council

Andrew Beardsall
Bassetlaw CCG

Craig Bonar
Ashfield District Council

Hazel Buchanan
Nottingham North and East CCG

Julie Andrews
Mansfield and Ashfield CCG

Liz Lowe
Rushcliffe CVS

Laura Skaife
Nottingham University Hospitals Trust

Nicola Lane
Public Health

Paul Sanguinazzi
Nottinghamshire Healthcare Trust

Pauline Kenton
Disability Nottinghamshire

Penny Spice
Adult Social Care, Nottinghamshire County Council

Sarah Collis
Self Help Nottinghamshire

Sue Fenton
Home Start Nottinghamshire

Val Gardiner
Newark and Sherwood CVS

Ann Berry
Children's Integrated Commissioning Hub



Prioritisation Panel

Jane Stubbings
Jennifer Doohan
John Kerry

John Todd
Mary Horsley
Trudi Cameron
Vanessa Cookson

Other Volunteers

Adrian Hartley
Alison Ellis
Barbara Preston
Barbara Venes
Brian Clarke
Carol Weller
Chris Herdman
Daphne Bone
Dean Thomas
Doreen Williams
Doreen Langford
Edwina Morris
Gail Maxfield
Helen Hopkinson
Helen Miller

Jill Pateman
Jim Radburn
Jo Millar
John Brealey
Julie Bryant
Katie Harlow
Maureen Morby
Maureen Tomlinson
Natalie Palmer
Pat Crowe
Peter Taylor
Rebecca Eteo
Sue Hall
Tom Wilson
Veronica Edkins

Enter and View Authorised Representatives

Adrian Hartley
Edwina Morris
Gail Maxfield
Jim George

Jon Lancaster
Julie Bryant
Sue Hall



Contact us

Get in touch

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Website URL: www.healthwatchnottinghamshire.co.uk

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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